

Be Use Headers

TEAM 3

STENT # 06011160-6

WEEK DATE 9/13/04

RESEARCH REQUEST

- Issue Name ref. p. 4
- Ref p. 7 pos. 11 - missing number

Action Requested by: CL Date: 11/1/04

DESCRIPTION OF RESOLUTION
Please complete Disposition section

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11/4/04
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Action Requested by: _____ Date: _____

DISPOSITION

☐ MAKE CORRECTION:

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PGP --> IDC REUSE MOVE SUMMARY SHEET FOR: 06011160 - 09/13/04 0042 Of 0047

Report Date/Time: 09/17/04 - 07:48

Created TEXTFILE: 60111606.001

Patent Contains Text Only.

VALID

Pat. No. 06010194 - 6
Issue Date: 09/13/04

Group ID: G
User ID: jfblack

Page 1

KS: 1,019

Warning [Pages Of Foreign References:]

page 1 has no references

page 2 has no references

Warning [Pages Of Other References:]

page 1 has no references

7-7

INVALID

Pat. No. 06011160 - 6
Issue Date: 09/13/04

Group ID: H
User ID: CXLang

Page 1
KS: 7,555

Invalid [US Ref Document Number: Page:7 Posn:11]

Document Number cannot be a PreGrant Application Number because it has less than 12 characters

PG Pub Number has less than 7 characters

cannot be a Patent Number because it has more than 9 characters
illegal character '/' at position 5

would have more than 9 characters after commas are added
shortened to 9 characters

Marker [US Ref Document Number: Page:7 Posn:11]

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Warning [Pages Of US References:]

page 8 has no references

Warning [Pages Of Foreign References:]

page 1 has no references

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Warning [Blue Slip Sub Class Versus Sub Class:]

has SubClass from Blue Slip that does not match SubClass from Jacket

146/104
11/4/04
ES

CHECK LIST

Rule 47 Continuing Data PCT Disclaimer

~~No~~ ~~No~~ ~~No~~ ~~No~~

Microfiche Appendix CPA tag

~~No~~ ~~No~~

Foreign Priority Claimed: ~~No~~
Acknowledged: ~~No~~

State Code: ~~TX~~ → Country Code:

Text Endorsement: ~~09917746.073101~~

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JACKET

<u>SERIAL NUMBER</u>	<u>FILING DATE</u>	<u>CLASS</u>	<u>SUBCLASS</u>	<u>GAU</u>
09/917,746	07/31/01	379	211.02	2642

FOREIGN PRIORITY
Country Document Number Date

DISCLAIMER

/ /

TITLE

~~Telephone call processing in an interactive voice response call
management system~~

MICROFICHE APPENDIX

ASSISTANT EXAMINER:

<u>First:</u>	<u>Middle:</u>	<u>Last:</u>
Hector		Agdeppa

PRIMARY EXAMINER:

<u>First:</u>	<u>Middle:</u>	<u>Last:</u>
Fan		Tsang

CLAIMS ALLOWED
Total Print

~~24~~ ~~1~~

DRAWINGS
Sheets Figures Print

~~5~~ ~~5~~ ~~Y~~

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BLUE SLIP INFORMATION

<u>SERIAL NUMBER</u>	<u>CLASS</u>	<u>SUBCLASS</u>	<u>GAU</u>
09/917,746	379	265.01	2642

INDEP. CLAIMS

~~1,8,17,20~~

TOTAL CLAIMS

~~24~~

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BLUE SLIP (Page 1)

INTERNATIONAL CLASSIFICATION
Class SubClass

~~H04M~~ ~~3/00;1/64~~

CROSS-REFERENCES
Class SubClass

~~379~~ ~~88.01;88.18~~

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TERM EXTENSION

~~571~~
FIELD OF SEARCH

Class SubClass

~~379~~ ~~265.01-266.1;88.01;88.17~~

OATH

INVENTOR NAME

First: Middle: Last: Signed:
~~Robert~~ ~~R.~~ ~~Bushey~~ Yes
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State: ~~TX~~ ZIP Code: Country: Foreign ZIP:

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State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:
~~Ruth~~ ~~Elaine~~ ~~Lawrence~~ Yes
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State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:
~~John~~ ~~Mills~~ ~~Martin~~ Yes
City: ~~Austin~~
State: ~~TX~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

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~~Denise~~ ~~Quackenbush~~ Yes
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State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:

~~Rachel~~ ~~Beth~~ ~~Simon~~ ~~Yes~~

City: Walnut Creek

State: CA ZIP Code: Country: Foreign ZIP:

PCT INFO

CONTINUING DATA (Page 1)

LINE CODE SERIAL NUMBER FILING DATE STATUS DOCUMENT NO. ISSUE DATE

REFERENCES (Page 1) SERIAL NUMBER: 09/917,746
FORM 892

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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REFERENCES (Page 2) SERIAL NUMBER: 09/917,746
FORM 892

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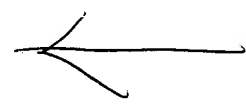
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REFERENCES (Page 3) SERIAL NUMBER: 09/917,746
FORM 1449

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REFERENCES (Page 4) SERIAL NUMBER: 09/917,746
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REFERENCES (Page 5) SERIAL NUMBER: 09/917,746
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REFERENCES (Page 7) SERIAL NUMBER: 09/917,746
FORM 1449

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FORM 1449

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<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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FOREIGN REFERENCES

<u>Foreign Doc No.</u>	<u>Date</u>	<u>Country</u>	<u>Class</u>	<u>SubClass</u>
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~~Workload Measurement in a Test and Evaluation Environment. +i Human
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ACD Learning Center Tutorial Series, ACD Call Center Online Learning
Center, +21 <http://www.call-center.net/ivr-series.htm>+22.~~

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+37 Customer Management Technology+38 , TeleTech, +21
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+37 Products & Services+13 Interactive Voice Response (IVR)+38 ,
Prairie Systems, +21 [http://www.prairiesys.com/PSI/p+hd +13 +1 s+hd
+13 +1 interactive+hd +13 +1 sol.htm](http://www.prairiesys.com/PSI/p+hd +13 +1 s+hd
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+37 RVS Voice+38 , iMessaging Systems, Inc., +21
<http://www.imessagingsystems.com/imsprods/rvsvoice/resvoice.htm>+22 .~~ ←

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+37 What+3 s Next in Interactive Voice Response+38 , International
Nortel Networks Meridian Users Group, +21
<http://www.innmug.org/information/kirvan.html>+22, which was published
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+37 PADIS+13 An Automatic Telephone Switchboard and Directory
Information System+38 +0 by A. Kellner et al. published in +i Speech
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publications by Andreas Kellner that appears to provide publication
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REFERENCES (Page 10) SERIAL NUMBER: 09/917,746
FORM 1449

U.S. REFERENCES

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REFERENCES (Page 11) SERIAL NUMBER: 09/917,746
FORM 1449

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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FOREIGN REFERENCES

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